

## Appendix D

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### 622A Report Error Messages



**E414: IV-A Case # not found in KIDS**

This error is created when the demographic information sent to KIDS is connected to a CARES case that can't be found in KIDS. The worker must check the CARES case to see if there is information that should have been referred to KIDS. If so, the child support worker must do one of the following.

- ◆ Update the appropriate IV-D case with the CARES information needed to make the interface work correctly.
- ◆ Create a new IV-D case with the correct information.

If a data exchange from CARES is inappropriate (there is no reason to refer the case to KIDS), the child support should see if any screens in CARES should be updated to stop the interface from continuing.

**E416: IV-A Participant not active in KIDS**

This error is generated when CARES sends new information to KIDS for one of the CARES case participants. However, the participant is not active on an open IV-D case. The worker must determine if further action is required.

The error message includes the CARES PIN and name of the participant in question. (The child support worker can get additional demographic information from CARES screens ANID or AQCM.) The participant's KIDS record should be accessed to see if it is linked to any open IV-D cases.

If there is no link to an open IV-D case, the worker must determine if a case should be initiated. If there is a link to a closed IV-D case, the worker must determine if the case should be reopened. The CARES case should be checked to see if it is appropriate for referral. If not, the referral flag on the APGI screen should be changed to "N".

**E424: NCP KIDS PIN 0000000000 not found**

This error is created when the KIDS PIN (found on CARES screen APGI) is not found on any of the IV-D cases connected to the CARES case listed in the error message. The KIDS PIN on the APGI screen can be entered manually by a CARES supervisor, or from the interface with KIDS. A manual entry of an incorrect KIDS PIN can cause this problem. A duplicate KIDS PIN can also be the cause of the problem. The correct KIDS PIN must be added to the APGI screen.

**E427: IV-A PIN not found in KIDS**

This error occurs when the participant's CARES PIN is not found in KIDS. The child support worker should ensure that the KIDS participant record has the correct CARES PIN linked to it. CARES screens AQCM or ANID will provide additional demographic information to help identify the correct participant in KIDS. Once the correct KIDS record is found, the CARES PIN should be added to his/her record.

**E428: NCP PIN active in CLSD KIDS case**

In this instance NCP information has been received from CARES. However, at least one of the IV-D case(s) connected to the CARES case/NCP is closed with one of the following codes

- |        |        |
|--------|--------|
| ◆ CDIS | ◆ CUL1 |
| ◆ CGCA | ◆ CUL3 |
| ◆ CLOC | ◆ CBFU |
| ◆ CNCS | ◆ CUNC |
| ◆ CNON | ◆ COSC |
| ◆ CNRE |        |

The worker should verify whether or not the IV-D case should be reopened. The household composition and the APGI screen(s) in CARES should be used to help determine the next action to take. The reason the IV-D was closed should also be considered when deciding what needs to be done with this error message.

**E429: Diff IV-A Case # for NCP in KIDS**

Information is sent to KIDS for an absent parent from a particular CARES case. KIDS can link the absent parent to an existing NCP. However, the IV-D case for the NCP is linked to a different CARES case than the one sent by CARES. The child support worker must ensure that the correct CARES case number is connected to the IV-D case by checking the ELD screen and the C8C screen.

The IV-D case should be viewed to see if the link to CARES is with a CP or NLRR. (The link to CARES is through the **active** CP or NLRR.) The ELD screen can then be viewed for the appropriate participant (CP or NLRR). The C8C screen can also be viewed to see the assistance number connected to the IV-D case. If the KIDS case is linked to the wrong CARES case, updates should be made to the IV-D case to correct the problem. If the IV-D case is a Substitute Care or Kinship Care case where the child is also receiving benefits in CARES, no further action may be necessary. (The ELD screen is connected to the correct CARES case but the C8C screen will show a Kinship CARES or Substitute Care case number.)

**E430: *NCP not active in KIDS***

This error indicates that the NCP from the report is not active in an open IV-D case. A determination should be made to see if the NCP record should be active on an open KIDS case. The KIDS PIN connected to this absent parent is included in the error message. The IV-D case for the CARES group should be viewed to see why the KIDS PIN in question is either not active on the case record or why the IV-D case closed. If the KIDS PIN should be inactive, or the case should not be referred, the APGI screen in CARES should be updated with the correct information. If the KIDS PIN should be active or the IV-D case should be open, the child support worker should update the participant record(s) and case as needed for the interface to work properly.

**E431: *IVA participant active in CLSD KIDS\_case***

This error occurs when the information received is for a CARES case participant but at least one of the participants IV-D cases is closed with one of the following closure codes

|      |      |
|------|------|
| CDIS | CUL1 |
| CGCA | CUL3 |
| CLOC | CBFU |
| CNCS | CUNC |
| CNON | COSC |
| CNRE |      |

The worker must determine if any of the closed KIDS cases should be open based on information from CARES. Information from CARES can be used to help determine if there are any changes that merit reopening any IV-D cases. The reason for closing the cases should also be considered before any are reopened. If there is not reason to reopen any of the IV-D cases for this participant, the APGI screen from the CARES case should be checked to see if it is coded with the referral flag set to "N".

**432: *Different IV-A case # for participant in KIDS***

The data from CARES shows that this participant is associated with a different IVA case than what KIDS has as the IVA case number. The child support worker should access the IV-D cases connected with this person. (CARES screens AQCM and ANID can be used to get additional demographic information.) The case composition of the IV-D cases should be compared with the CARES group to see if any of them are compatible. If so, the IV-D case should be updated with the CARES information (case #, CARES PINs, sequence #, etc.) to make the link to this CARES case. If no compatible IV-D cases exist in KIDS, the worker should determine if a new case should be initiated to link with the CARES case.